

U.S. DEPARTMENT OF ENERGY EAST TENNESSEE TECHNOLOGY PARK OPERATING MANUAL	NO: <b>PSO-1.6</b> REV: <b>1</b> EFFECTIVE DATE: <b>04/03/97</b>
TITLE: <b>MOA BETWEEN THE OFFICE OF ENVIRONMENT, SAFETY, AND QUALITY AND THE OFFICE OF ENVIRONMENTAL MANAGEMENT ES&amp;H SUPPORT</b>	SUPERSEDES: NO: _____ REV: <u>0</u>
APPROVED: <b>Bryan D. Walker</b>	PREPARED: <b>Richard Frounfelker</b>

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**UNDER REVIEW FOR CHANGES IN FY 2001**

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MEMORANDUM OF AGREEMENT  
between the  
Office of Environment, Safety, and Quality and the  
Office of Environmental Management  
ES&H Support

July 1, 1996

Assumptions

- Line organizations are responsible for ESH&QA performance in their mission activities.
- Because ORO is in a period of declining resources, line organizations will use the AMESQ matrix for addressing their ESH&QA functions, including the development and implementation of efficient and effective methods to enhance ESH&QA performance.
- The AMESQ will manage this matrix resource in such a manner to address the ESH&QA needs of ORO (line and corporate) with minimal need for support service contractors. Should a shortfall exist, line organization funding for support contractors, consultants, etc., would be justified.
- The AMESQ will continue to execute ORO corporate ESH&QA functions (e.g., developing policies, performing assessments, developing technical positions, etc.) utilizing the matrix resources, taking into account the needs of the line organizations. Priority will be given by the Operations Division staff to execution of agreed upon essential line functions should conflicts arise.
- AMESQ staff will be deployed to the line organizations in teams consisting of a team leader and the appropriate technical staff to execute an agreed upon set of core ESH&QA functions. Additional technical staff may be assigned to the team to enhance overall staff effectiveness in executing line mission.
- The core staff, core assignments, or assignment of collateral duties to staff will be at the mutual consent of AMESQ and the line manager.
- Team members will not be placed into situations of competing and/or conflicting technical direction, supervision, work assignment, and location.

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Management of the Assigned Teams

- The Team Leader is the prime interface with the line in defining core work functions, needed technical disciplines, defining the day to day operating philosophy, resolving conflicts, and assuring execution of the work.
- Team leaders report hard line to the AMESQ Operations Division Director and dotted line to the COR and/or customer senior manager at the site/facility.
- Team leaders and team members will become very familiar with the line organization's mission, budget, ESH&QA vulnerabilities, regulatory requirements, milestones, and work practices in order to provide the most efficient and effective support.
- The Team Leader is charged with assuring that the line customer's ESH&QA program and expectations are carried out successfully.
- Line Management will have input into their assigned team leader's and team member's performance appraisals.

#### Teams

- The AMESQ will train employees in customer service concepts. Team members (employees) are expected to be customer oriented and to provide exceptional customer service.
- Customers will be consulted for the purpose of trying to achieve the best match of technical skills to customer needs and to achieve a good team "chemistry."
- Personnel are assigned to teams by the Operations Division Director.

#### Personnel Transfers

- The AMESQ commits to not transferring the AMEM technical staff for 12 months (transition period) following their realignment to assure continuity of work and allow time for discussion of future plans.
- During transition, these personnel shall continue to perform their currently established job functions, be dedicated to customer mission requirements (no corporate duties), and receive input to their performance appraisals from the customer management.
- During the transition period additional staff may be assigned to provide backup and/or to facilitate future assignments.

#### Collateral Duties (long-term assignments)

- Collateral duties for teams assigned to customer sites/facilities will be kept to a minimum.
- Over the next 3-6 months, the AMESQ plans to transition most corporate responsibilities from site/facility teams to the Technical Support Division.
- Due to skill mix and other considerations, some site/facility team members will have long-term or emergent collateral ORO corporate responsibilities.

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#### AMEM Specific

- Operations Division personnel will be assigned to the K-25 Site Office, Former Sites Restoration Division, and Waste Management and Environmental Restoration Divisions.
- The team leader will be located at 3 Main Street.
- Re-evaluate these operating concepts after one year to determine their effectiveness. Needed changes will be implemented to strengthen the program.

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Robert W. Poe

AMESQ  
07/01/96

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Rod Nelson

AMEM  
07/03/96